

WS-01303A-14-0010



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: (

Priority: Respond Within Five Days

ORIGINAL

Opinion      No. 2014 - 115340

Date: 3/7/2014

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

MAR 10 2014

Complaint By:      First:      Last:  
Michelle      Madson

Account Name: Michelle Madson

Home:

Street:

Work:

DOCKETED BY

City: Scottsdale

CBR:

State: AZ      Zip: 85250

is: E-Mail

Utility Company: EPCOR Water \*AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. WS-01303A-14-0010

From: Util-PublicComment

Sent: Tuesday, March 04, 2014 3:23 PM

To: Util-PublicComment

Subject: Public Comment

Name: Michelle Madson

Date: 3/4/14

RECEIVED  
2014 MAR 10 A 9:44  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

CityStateZip: Scottsdale

Cell: 806500652

Docket: Water rate increase asked by Epcor

DocketNo: []

Utility: Epcor, formerly American Water company

Email: michelle.madson@gmail.com[]

Comments: We have been a customer for the last 3 years starting with American Water Company. The increase of slightly more than 34% seems a rather steep increase in one step. This water company will have to tighten their objectives and work within a smaller increase so as not to make it on the backs of customers who have very little to control. I would scrutinize the reasoning behind the steep increase and look for the water company to come up with some creative solutions to mend their gap. We need these companies to be innovative, creative and forward thinking. If we make it easy to obtain an increase, the company is not forced to review or change any of their current ways. They have the ability to streamline, cut, alter, and amend their business decisions. The increase should be denied. They took over American Water Company nearly 2 years ago, this is likely a strategic increase to revenue request. It sure seems timely. Thank you for the time to respond.

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/07

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed:** 3/7/2014

**Opinion No.** 2014 - 115340

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